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4.0 Reference Documents

4.0.1 Overview

The documents included in this section are useful references. Some of the documents are provided for general reference. Others are referenced specifically in the Steady State Manual.

The reference documents included are: [<Robohelp Team: insert hyperlinks to reference documents, and remove embedded documents>](#)

- Glossary – a set of modernized solution terms and definitions
- Modernized solution workgroup functions – a chart of Service Center Tier and Workgroup Functions and Staffing
- Documents and Document Types – a matrix of document types and document names used to categorize incoming documents
- Documentation Guidelines – general reference for documentation of notes in ICES and WFMS
- Duplicate Participation State Contact list – to contact other states for information on benefits received
- Guidelines for Release of Information
- User Defined Tasks – standardized language for use when creating a user defined task
- Policy Request and Response Process – for escalating policy questions to the ACS Policy Unit and, if needed, to FSSA for resolution
- Protocol for Outbound Calls – standardized process for making outbound calls
- Scheduling Instructions and Rules Table
- ICES AE Driver Flow
- Table for ICES Application Entry Screens
- Table for ICES Re-determination Screens
- Call Transfer Procedures between Tier 1 Call Center Agents and Tier 2 Call Center agents
- ACS Queues, Tasks, and Subscribers - list of queues, tasks associated with each queue, primary subscribers (workgroups), and secondary subscribers (workgroups) for implementation of the modernized solution
- Language Line Quick Reference Guide – for use when callers speak a language other than English or Spanish and the Call Center needs translation assistance
- ARCH Facilities – list of counties and regions with ARCH facilities
- RBA Facilities – list of counties and regions with RBA facilities
- Disaster Food Stamp Plan – a letter and food stamp information
- Call Transfer Procedures from Service Center to FSSA Phone Interview Queue
- ACS Alerts to Tasks Guide – alerts received as tasks in the Service Center

- Job Aid – Change Report to Call Center- process for using the On-Line change reporting tool
- Job Aid – Authenticating the Caller – key processes in call authentication
- Processing of Duplicate RIDS or Incorrect SSNs – Service Center procedures
- Call Center Job Aid for Releasing Client Information – a chart for Call Center agents
- Demographic Corrections (AEOFX) – Service Center procedures
- The Work Number – Work Instructions for using the on-line tool for employment verification
- Job Aid for Processing a Re-Determination

4.1 Glossary



4.1 Glossary
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4.2 New Solution Organization WG



4.2 New Solution
Organization WG (

4.3 Documents and Document Types



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4.4 Documentation Guidelines



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Documentation G.

4.5 Duplicate Participation Reference



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Participation Refer

4.6 Guidelines for Release of Information



4.6 Guidelines for
Release of Inform

4.7 User Defined Tasks



4.7 User Defined
Tasks_09.12.07.d

4.8 Policy Request and Response Process Help Desk WI



4.8 Policy
Request and Resp

4.9 Protocol for Outbound Calls



4.9 Protocol for
Outbound Calls 02

4.10 Scheduling Instructions and Rules Table



4.10 Scheduling
Instructions 02.25

4.11 ICES AE Driver Flow



4.11 ICES AE
Driver Flow with I

4.12 Table for Application Screens



4.12 Table for
Application Screer

4.13 Table for Re-determination Screens



4.13 Table for
Redetermination S

4.14 Call Transfer Procedures – Between Tier 1 and Tier 2 Call Center Agents



4.14 Call
Transfer Procedur

4.15 ACS Queues, Tasks and Subscribers



4.15 ACS
Queues, Tasks, Si

4.16 Language Line Quick Reference Guide



4.16 Language
Line Quick Referer

4.17 ARCH Facilities



4.17 ARCH
Facilities_09.12.0

4.18 RBA Facilities



4.18 RBA
Facilities_09.12.0

4.19 Disaster Food Stamp Plan



4.19 Disaster
Food Stamp Plan_

4.20 Call Transfer Procedures – Service Center to FSSA Phone Interview Queue



4.20 Call
Transfer Procedur

4.21 ACS Alerts to Tasks Guide



4.21 ACS Alerts
to Tasks Guide 12

4.22 Change Report to Call Center



4.22 Change
Report to Call Cer

4.23 Job Aid-Authenticating the Caller



4.23 Job
Aid_Authenticating

4.24 Processing of Duplicate RIDS or Incorrect Social Security Numbers



4.24 Processing
of Duplicate RIDS

4.25 Call Center Job Aid for Releasing Client Information



4.25 Call Center
Job Aid for Releas

4.26 Demographic Corrections (AEOFX)



4.26
Demographic Corr

4.27 Work Instructions for Using the Work Number for Online Employment Verification



4.27 Work
Instructions for Us

4.28 How to Send a Case to SMRT



4.28 How to Send
a Case to SMRT C

4.29 State Review and Eligibility Determination Needed



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Review and Eligibi

4.30 DCS Liaisons - Grant Service Center



4.30 DCS
Liaisons 02.25.08

4.31 Care Select Community Fact Sheet



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4.32 Job Aid for Processing a Re-Determination



4.32 Job Aid-
Process Eligibility